

TERMS OF APPLICATION FOR LEARNING GROUP ADMISSIONS

You may apply to The Royal Collection Trust ("us") for Learning Group Admissions to those parts of the Official Residences (defined below) open to the public subject to these Terms of Application and the Conditions of Admission to the Official Residences each as may be amended from time to time by us by posting the amended version on www.royalcollection.org.uk ("Conditions"). The Conditions were last updated on 19 December 2016.

I. Definitions

In the Conditions the following words shall have the following meanings:

"Admission"	means a ticket or other entitlement issued by us allowing you to visit the specified Residence on the date (if any) and at the time (if any) stated on the ticket or other entitlement and which may be converted in certain circumstances (depending upon the type of entitlement) into a 1-Year Pass;
"Agent"	means a travel agent, tour operator or similar commercial person to whom the Conditions apply;
"Conditions of Admission to Official Residences"	means The Royal Collection Trust Conditions of Admission to the Official Residences, as may be amended from time to time, the current version of which is available at www.royalcollection.org.uk ;
"Learning Group"	means a group of people visiting the Residence for educational purposes and consisting of the

number of people specified in the Admission or as varied pursuant to the Conditions;

"Organiser"

means the person (who is not an Agent) organising the Group's visit to the Residence and who makes the application for the Group's Admissions;

"the Official Residences"

means the State Rooms and Garden at Buckingham Palace; the Royal Mews; The Queen's Gallery, Buckingham Palace; Clarence House and Garden; Windsor Castle; Frogmore House and Garden; the Palace of Holyroodhouse; and The Queen's Gallery, Palace of Holyroodhouse (as appropriate);

"the Residence"

means the areas of the Official Residence stated on the Learning Group Admission (including its grounds and outbuildings) that are open to Visitors on the day of admission;

"I-Year Pass"

means an Admission which has been converted into a I-Year Pass in accordance with Clause 5 of the Conditions of Admission to the Official Residences and which allows a Visitor to visit the specified Residence(s);

"Visitors"

means any persons entitled to visit the Residences by virtue of an Admission.

Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, www.rct.uk

The Royal Collection Trust is a company limited by guarantee registered in England and Wales (2713536) and a charity registered in England and Wales (1016972) and in Scotland (SC039772). Registered office: York House, St James's Palace, London SW1A 1BQ.

2. Purchase of Admissions

2.1 You may apply for a Learning Group Admission by telephone or by e-mail (to the extent that each payment method is made available from time to time). Any teachers or adult helpers (who will make up the Learning Group with the other Visitors) must be included within your application in such ratios as are required under Clause 2.3.

2.2 We accept applications subject to availability and on the basis that applications made by you are correct (unless you indicate otherwise). We shall determine, in our sole discretion, the number of Admissions allowed at each Residence.

2.3 The size of the Group shall be subject to the following limitations:

2.3.1 if your Learning Group consists of nursery children (under 5 years of age), a ratio of 1:3 teachers or adult helpers to pupils is required in accordance with DfE guidelines and SEN requirements;

2.3.2 if your Learning Group consists of pupils in years 1 to 3 (England and Wales), or P1 – 4 (Scotland), a ratio of 1:6 teachers or adult helpers to pupils is required in accordance with DfE guidelines and SEN requirements;

2.3.3 if your Learning Group consists of pupils at year 4 and above (England and Wales), or P5 and above (Scotland), a ratio of 1:10 teachers or adult helpers to pupils is required in accordance with DfE guidelines and SEN requirements.

2.4 Our prices for Learning Group Admissions vary from year to year. Our current prices can be obtained from the Ticket Sales and Information Office and the website www.royalcollection.org.uk. Children under the age of 5 are admitted free of charge. Different terms may from time to time be offered to children aged 5 to 16 (inclusive), adults (aged 17 and over), students (on presentation of an International Student or NUS identity card) and over 60s (aged 60 and over). Subject to Clause 2.5, you agree to pay the current price in respect of each member of the Group.

2.5 Once an application has been completed and payment has been received by us we will provide the Organiser with appropriate Admissions either by post (provided the application is received by us in enough time before the date of the visit that we consider we can send them to you) or by making them available for collection from the Ticket Office at the Residence, as indicated in your application.

2.6 Once the application has been accepted, two complimentary adult Admissions will be issued to the Organiser on application for use in advance of the date of the visit by the Learning Group as agreed with the Residence Learning Manager.

2.7 Subject always to Clause 2.2, you may apply for additional Visitors to be added to your Learning Group Admission at any time up to 12 noon on the day before the day of the visit. Payment for additional Visitors must be made in accordance with Clause 2.8.

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2.7.1 Additional Visitors not booked and paid for before 12 noon on the day before the day of the visit will be charged the standard adult or child rate on the day of the visit.

2.8 Payment in full must be received by us:

2.8.1 at least 28 days before the proposed visit; or

2.8.2 where the application has been made less than 28 days before the proposed visit, on application.

2.9 Where payment in full is not received in accordance with Clause 2.8, we shall deem your application to have been withdrawn and the Learning Group Admission(s) cancelled.

2.10 Other than 1-Year Passes, admissions purchased by you may be given by you to third parties as gifts but they may not under any circumstances be re-sold or exchanged. Any resale or exchange of an Admission automatically renders it void and we may refuse entry to any person who we reasonably believe holds a resold Admission, without liability to pay compensation.

2.11 It is the responsibility of the Organiser to check that the Admission is correct and to ensure that the Learning Group attends the Residence on the appropriate day at the appropriate time (if any is specified on the Admission) and comply with the Conditions.

2.12 Risk of loss of a Learning Group Admission passes to the Organiser upon collection by him/her or delivery/attempted delivery to the address specified in his/her application (as applicable). We reserve the right to refuse to issue a replacement Learning Group Admission in the event that it is lost and, where we agree to issue a replacement, to charge a reasonable administration fee for issuing a replacement Learning Group Admission.

2.13 Learning Group Admissions may be restricted to admission after 11:00 at the discretion of The Royal Collection Trust.

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3. Cancellation

3.1 Subject to Clauses 3.2 and 3.3, in the event that the agreement between us formed under the Conditions is terminated for whatever reason we will be entitled to the payment in accordance with Clause 2.8 of any sums due to us that would have been payable by you had the agreement not been terminated.

3.2 You may cancel (fully or partially) or apply to change the date or time of an Admission by contacting us by telephone or e-mail. Where notice of the change or cancellation is received by us 10 working days or more before the visit we shall refund or (if you have not paid the Admission fees) waive 100% of the price of the cancelled Admissions but reserve the right to deduct/charge a reasonable administration fee. Please note that we shall not change or refund Admissions cancelled (fully or partially) after this time or for non-arrival.

3.3 Where an external specialist has been employed to facilitate a session (e.g. an artist, storyteller, poet etc) The Royal Collection Trust has the right to implement a cancellation fee in addition to the 'non-refund' of the group's admission cost should the session be cancelled within 10 working days of the visit.

4. Sale of Admissions by an Organiser

If you are an Organiser, you may not without our consent sell Learning Group Admissions other than to members of a club, school or association. Our consent is at our sole discretion.

5. Sale of Admissions by an Agent

5.1 If you are an Agent, you may sell Learning Group Admissions only as part of a package comprising the Learning Group Admission and other elements such as accommodation and/or transport.

5.2 Any package which includes a Learning Group Admission must offer "good value for money". It must be sold for the price which the Visitor would reasonably expect to pay for a similar package. Your package must not oblige a Visitor to obtain services (including accommodation and/or transport) from a third party (other than a permitted sub-agent) unless such services are part of a package previously approved by us.

5.3 You may use a Learning Group Admission as part of a package sold to your own customers or you may sell a Learning Admission in its entirety to a sub-agent for resale to Visitors (but not for resale to further sub-agents). You must, on request, provide us with details (including address, telephone and fax numbers and e-mail address) of any sub-agent, and the terms on which such sale is to be made.

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5.4 We reserve the right to require you to supply for our approval your promotional/ marketing material relating to your packages which include admission to any Residence. Guidelines are available from The Royal Collection Trust Public Relations and Marketing department, either by telephoning the switchboard +44 (0)20 7839 1377 or by e-mailing marketing@royalcollection.org.uk.

5.5 No use of the names Royal Collection, Royal Collection Trust, Royal Collection Enterprises Limited any of our trade marks or any other name or logo that suggests a connection to us may be used other than with our prior written authority.

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